

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Oven Industries

MANTEC

Oven Industries Achieves ISO 9001 Certification

Client Profile:

Oven Industries, Inc., founded in 1964, is a custom application manufacturer of thermoelectric modular controllers. Initially, they produced precise temperature controlled component ovens for the oscillator industry. These products expanded to meet a wide variety of applications in commercial, industrial, military, medical equipment, food processing, and many other markets. Their design engineering staff and complete production facilities enable them to produce prototype quantities as well as a high volume of controls ranging from on/off type, proportional, to complex microprocessor-based versions. The company employs 30 people at its facility in Mechanicsburg, Pennsylvania.

Situation:

Oven Industries needed to become ISO 9001 certified to meet several customers' requirements and address the lack of formal processes, causing a significant loss in time to rebuild programs and missed opportunities for the company. The company contacted the Mid-Pennsylvania Manufacturing Extension Partnership (MANTEC), a NIST MEP network affiliate, for help.

Solution:

As part of the ISO process, MANTEC audited the company's current processes to identify deficiencies. Oven Industries then implemented the necessary documentation to bring their quality standards into compliance with ISO 9001. With the quality management system in place, they pursued their ISO 9001 certification. In August 2008, Oven Industries received their ISO 9001 certification. This allows them to pursue additional customers including FDA application that require ISO 9001 certification. Building upon the ISO implementation, Oven Industries became interested in obtaining AS9100 certification for aircraft requirements. Oven Industries viewed this opportunity as a springboard for continuous improvement in the factory to increase competitiveness, efficiency and profitability.

Results:

- * Achieved ISO 9001 certification.
- * Increased sales by 20 percent.
- * Reduced lead time by 40 percent.
- * Created 4 new jobs.
- * Achieved a more competitive and profitable position.

Testimonial:

"Oven Industries has never instilled an attitude of documenting quality procedures and thinking about continuous improvement. MANTEC stepped in and was able to match us with a consultant that facilitated the process and worked with us all the way from project initiation to final ISO approval. Our consultant was able to work with all levels of the organization and drive towards the goals we laid out

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in a timely fashion. We look forward to working with MANTEC to overcome the next hurdle on the path to successful business growth."

Richard Nornhold, General Manager